

**Management Assessment Subsystem (MASS)
Frequently Asked Questions (FAQs)**
Updated as of 11-02-99

System-Related Questions

1. How do I obtain access to the MASS subsystem if I already have my User ID? Do I need a specific MASS User ID?

You do not need to obtain a specific MASS User ID. The PHA by now should have assigned a "Coordinator" who is responsible for assigning access rights to specific subsystems for each "Standard User" for the PHA. A "Standard User" will need to make a request to the Coordinator to have the MASS subsystem access rights assigned to their User ID.

2. Can the Executive Director act as the Coordinator for their PHA?

The Executive Director can certainly be the Coordinator or may assign the PHA Deputy Director or any other individual to be the Coordinator. In any case, the Executive Director and whoever is assigned as the Coordinator must be prepared as part of the registration process, to provide a social security number, mother's maiden name and an organization ID (i.e., tax identification number [TIN]).

3. What will I need to do if I have forgotten my password?

HUD will not disclose a password so it is important to remember your chosen password. If an individual forgets his or her password, the Coordinator must contact the REAC Customer Service Center at 1-888-245-4860 to have it reset. The user's Social Security number and mother's maiden name are used for verification purposes only.

4. When a new Executive Director comes on board, does he/she need to obtain a new password and ID?

Employees should have their own passwords and IDs. If the former Executive Director was the Coordinator, the PHA will have to go

into Secure Systems and follow the steps for deleting the former Coordinator in the System. Once this process has been completed, the new Executive Director/Coordinator will have to go through the Secure System registration process.

5. The save button is missing on all of the sub-indicator screens for the MASS submission. Why won't the system let me save my changes?

The "save" button is removed from all screens for PHA users after a submission has been validated. Only Executive Directors at this point would be able to edit and save the data again. Once the submission has been submitted to REAC, neither the PHA user nor the Executive Director can change the PHA's MASS data.

6. Whenever I try to access the MASS website to login, I get an error message that says something about "cookies". What should I do?

This error is related to your browser's preferences. In order to run the MASS subsystem the browser will need to be able to accept cookies. Locate the preference section within your browser and make sure the cookies settings are set to "Accept". For more information, please reference your browser's User Guide on setting up "cookies."

7. How do I contact the Department of Housing and Urban Development's (HUD) Real Estate Assessment Center (REAC)?

There are three ways to contact REAC. First, try REAC's website at <http://www.hud.gov/reac/>. There is a "**Send comments or questions to 'xxx'**" link on this website that will allow you to email comments to REAC directly from the website. If the website does not have what you need, then contact the REAC Customer Service Center (CSC) via phone at **1-888-245-4860**; or you may contact REAC via mail at the following address:

Department of Housing and Urban Development (HUD)
Real Estate Assessment Center (REAC)
Customer Service Center
1280 Maryland Avenue, SW, Suite 800
Washington, DC 20024-2135

8. I have Windows 3.1 and Netscape 2.04 that came with my PC. Your system won't let me in. What do I need to do to get it to work?

The MASS subsystem is designed to work with the latest HUD Operating Standards. Please contact the local HUD Public Housing program office to determine these standards. If a PHA does not have the proper in-house capability, the PHA should consider utilizing local resources, such as the library or another local government entity that has the proper Internet access. In the event local resources are not available, a PHA may go to the nearest HUD Public Housing program office and assistance will be given to the PHA to transmit this PHAS certification.

9. Is a separate "M" identification number required to access MASS?

A PHA uses the same "M" number to access all REAC subsystems.

10. When entering numeric data, are comma's required to separate millions and thousands?

Commas are not required to separate millions and thousands when entering numeric data. However, decimal points are required to separate dollars from cents.

11. What do I do when MASS will not accept the project number?

When MASS does not accept the project number, contact the respective local HUD Public Housing Hub or Program Center and check to see if you are using the correct project number.

12. How are error messages corrected when the user is validating his or her submission?

When the rejection reason appears on the screen, the user should go into the subcategory where the rejection exists and correct it. Prior to correcting the rejection, users should make sure that they have all the completed paperwork in front of them to verify that the data is correctly entered.